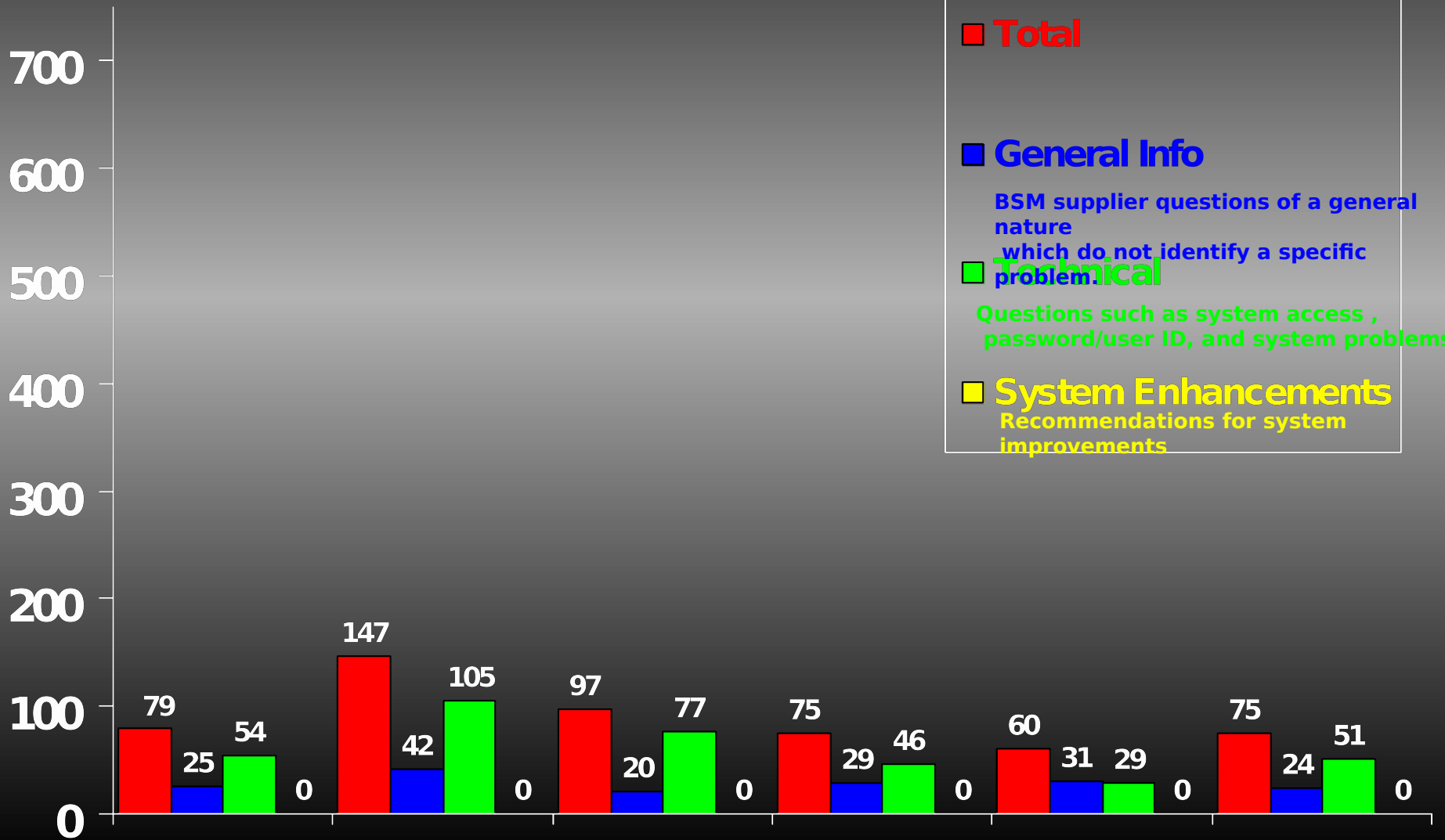




SRweb RELATED CONTACTS

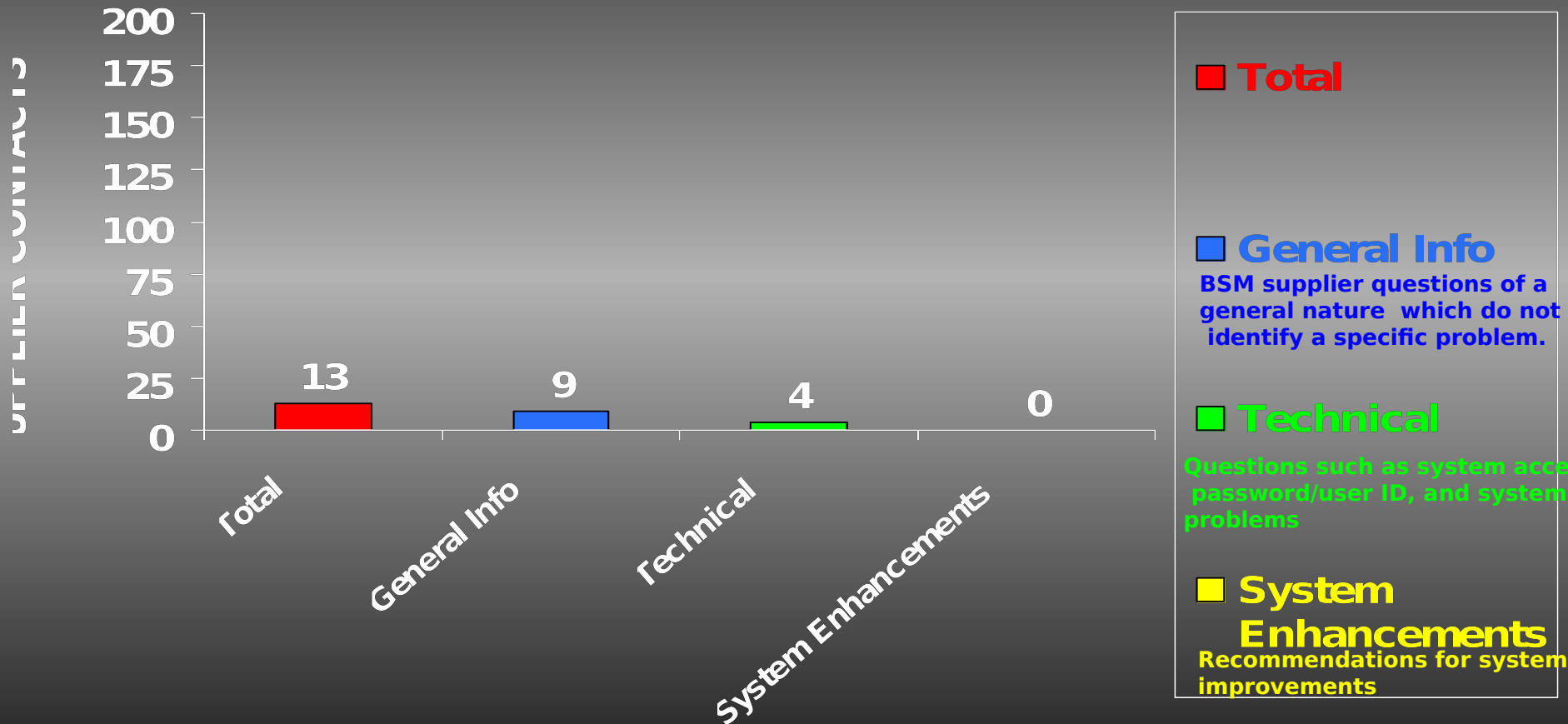
As of 19 Feb 04





SRweb RELATED CONTACTS

WEEK OF 13 - 19 Feb 04





SRweb ISSUES

Average Resolution Time
13 - 19 Feb 04

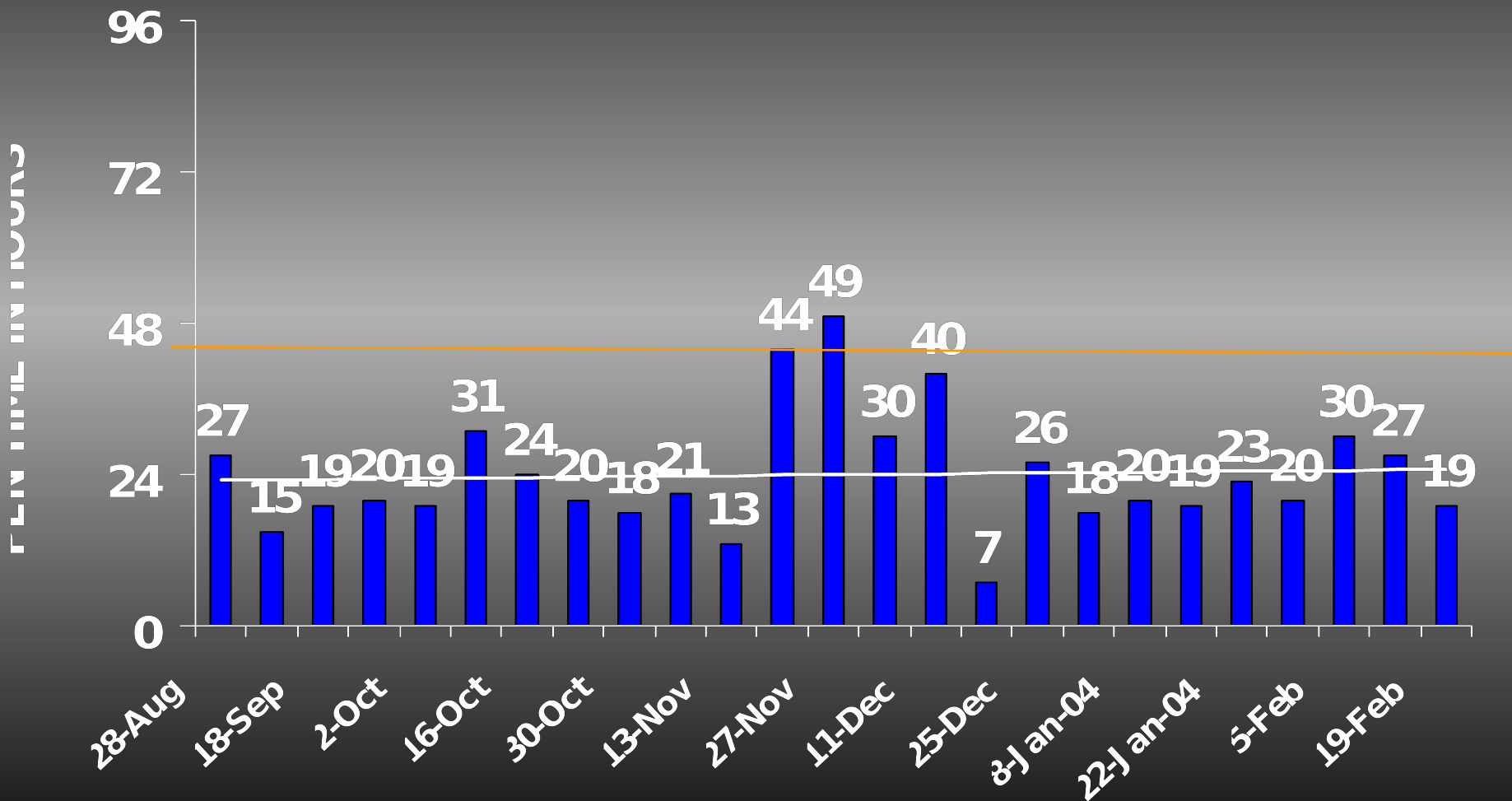


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 13 - 19 Feb 04

